

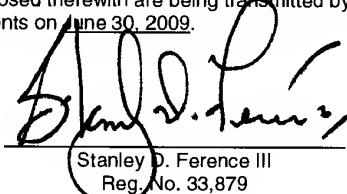
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of : Srinivasan et al.
Serial No. : 09/804,728 Examiner : Y. Retta
Filed : March 13, 2001 Art Unit : 3622
For : METHOD AND APPARATUS FOR INTERNET
CUSTOMER RETENTION

June 30, 2009

AMENDMENT

I hereby certify that this correspondence and any documents referred to as
enclosed therewith are being transmitted by EFS WEB to the Commissioner for
Patents on June 30, 2009.



Stanley D. Ference III
Reg. No. 33,879

June 30, 2009

Date of Signature

Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Sir:

Responsive to the Office Action dated March 31, 2009, please amend the above-
identified application as follows.

Amendments to the Claims are reflected in the listing of claims which begins on
Page 2 of this paper.

Remarks begin on Page 10 of this paper.